

**FCC Form 481 - Carrier Annual Reporting
Data Collection Form**

REDACTED FOR PUBLIC INSPECTION

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	210328
<015>	Study Area Name	Frontier Communications Corporation
<020>	Program Year	2017
<030>	Contact Name: Person USAC should contact with questions about this data	Cassandra Guinness
<035>	Contact Telephone Number: Number of the person identified in data line <030>	5857774557 ext.
<039>	Contact Email Address: Email of the person identified in data line <030>	Cassandra.Guinness@ftr.com
Form Type		54.313 and 54.422

**(100) Service Quality Improvement Reporting
Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	210328
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<035>	Contact Telephone Number - Number of person identified in data line <030>	5857774557 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	Cassandra.Guinness@ftr.com

<110>	Has your company received its ETC certification from the FCC?	(yes / no)	<input type="radio"/> <input checked="" type="radio"/>
If your answer to Line <110> is yes, do you have an existing §54.202(a) "5			
<111>	year plan" filed with the FCC?	(yes / no)	<input type="radio"/> <input type="radio"/>

If your answer to Line <111> is yes, please file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service.

<112> Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your company is a CETC which only receives frozen support, your progress report is only required to address voice telephony service.

Name of Attached Document

Please select the appropriate responses below (Yes, No, Not Applicable) to confirm that the attached document(s), on line 112, contains a progress report on its five-year service quality improvement plan pursuant to §54.202(a). The information shall be submitted at the wire center level or census block as appropriate.

- <113> Maps detailing progress towards meeting plan targets
- <114> Report how much universal service (USF) support was received
- <115> How much (USF) was used to improve service quality and how support was used to improve service quality
- <116> How much (USF) was used to improve service coverage and how support was used to improve service coverage
- <117> How much (USF) was used to improve service capacity and how support was used to improve service capacity
- <118> Provide an explanation of network improvement targets not met in the prior calendar year.

**(300) Unfulfilled Service Request
Data Collection Form**

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<300> Unfulfilled service request (voice)

0

<310> Detail on attempts (voice)

Name of Attached Document

<320> Unfulfilled service request (broadband)

210328FL330.pdf

<330> Detail on attempts (broadband)

Name of Attached Document

(400) Number of Complaints per 1,000 customers Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<400>	Select from the drop-down list to indicate how you would like to report voice complaints (zero or greater) for voice telephony service in the prior calendar year for each service area in which you are designated an ETC for any facilities you own, operate, lease, or otherwise utilize. Offered only fixed voice	
<410>	Complaints per 1000 customers for fixed voice	1 . 0
<420>	Complaints per 1000 customers for mobile voice	
<430>	Select from the drop-down list to indicate how you would like to report end-user customer complaints (zero or greater) for broadband service in the prior calendar year for each service area in which you are designated an ETC for any facilities you own, operate, lease, or otherwise utilize. Offered only fixed broadband	
<440>	Complaints per 1000 customers for fixed broadband	0 . 8
<450>	Complaints per 1000 customers for mobile broadband	

(500) Compliance With Service Quality Standards and Consumer Protection Rules		FCC Form 481
Data Collection Form		OMB Control No. 3060-0986/OMB Control No. 3060-0819
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<500>	Certify compliance with applicable service quality standards and consumer protection rules	Yes
		210328FL510.pdf
<510>	Descriptive document for Service Quality Standards & Consumer Protection Rules Compliance	

(600) Functionality in Emergency Situations Data Collection Form		REDACTED FOR PUBLIC INSPECTION	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<600>	Certify compliance regarding ability to function in emergency situations	Yes
<610>	Descriptive document for Functionality in Emergency Situations	210328FL610.pdf

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<810>	Reporting Carrier	Verizon Florida LLC
<811>	Holding Company	Verizon Communications Inc.
<812>	Operating Company	Verizon Florida LLC

[illegible]

**(900) Tribal Lands Reporting
Data Collection Form**

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<900> Does the filing entity offer tribal land services? (Y/N) Yes

<910> Tribal Land(s) on which ETC Serves

Seminole Tribe of Florida

<920> Tribal Government Engagement Obligation

210328f1920.pdf

Name of Attached Document

If your company serves Tribal lands, please select (Yes,No, NA) for each these boxes to confirm the status described on the attached document(s), on line 920, demonstrates coordination with the Tribal government pursuant to § 54.313(a)(9) includes:

- <921> Needs assessment and deployment planning with a focus on Tribal community anchor institutions.
- <922> Feasibility and sustainability planning;
- <923> Marketing services in a culturally sensitive manner;
- <924> Compliance with Rights of way processes
- <925> Compliance with Land Use permitting requirements
- <926> Compliance with Facilities Siting rules
- <927> Compliance with Environmental Review processes
- <928> Compliance with Cultural Preservation review processes
- <929> Compliance with Tribal Business and Licensing requirements.

Select Yes or No or Not Applicable
Yes
Yes
Yes
Yes
Yes
Yes
Yes
Yes

**(1000) Voice and Broadband Service Rate Comparability
Data Collection Form**

FCC Form 481

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<1000> Voice services rate comparability certification Yes

<1010> Attach detailed description for voice services rate comparability compliance 210328FL1010.pdf

Name of Attached Document

<1020> Broadband comparability certification Yes - Pricing is no more than the most recent applicable benchmark announced by the Wireline Competition Bureau

<1030> Attach detailed description for broadband comparability compliance 210328FL1030.pdf

Name of Attached Document

(1100) No Terrestrial Backhaul Reporting Data Collection Form	FCC Form 481
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<1100> Certify whether terrestrial backhaul options exist (Y/N)

Yes

<1130> Please select the appropriate response (Yes, No, Not Applicable) to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps upstream within the supported area pursuant to § 54.313(g).

(1200) Terms and Condition for Lifeline Customers Lifeline Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<1210> Terms & Conditions of Voice Telephony Lifeline Plans

Name of Attached Document

<1220> Link to Public Website

HTTP www.frontier.com/discountprograms/LifelineProgram

"Please check these boxes below to confirm that the attached document(s), on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:

- | | |
|--|-------------------------------------|
| <1221> Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers, | <input checked="" type="checkbox"/> |
| <1222> Details on the number of minutes provided as part of the plan, | <input checked="" type="checkbox"/> |
| <1223> Additional charges for toll calls, and rates for each such plan. | <input checked="" type="checkbox"/> |

(2000) Price Cap Carrier Additional Documentation

FCC Form 481

Data Collection Form

OMB Control No. 3060-0986/OMB Control No. 3060-0819

Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

July 2013

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Select the appropriate responses below (Yes, No, Not Applicable) to note compliance as a recipient of Incremental High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b),(c),(d),(e). The information reported on this form and in the documents attached below is accurate.

Incremental Connect America Phase I reporting

- <2010> 2nd Year Certification 47 CFR § 54.313(b)(1)(i) - Note that for the July 1 2016 certification, this applies to Round 2 recipients of Incremental Support
- <2011> 3rd Year Certification 47 CFR § 54.313(b)(1)(ii) - Note that for the July 1 2016 certification, this applies to Round 1 recipients of Incremental Support
- <2022> Recipient certifies, representing year two after filing a notice of acceptance of funding pursuant to 54.312(c), that the locations in question are not receiving support under the Broadband Initiatives Program or the Broadband Technology Opportunities Program for projects that will provide broadband with speeds of at least 4 Mbps/1Mbps - 54.313(b)(2)(i). Round 2 recipients only.
- <2023> The attachment on line 2024 includes a statement of the total amount of capital funding expended in the previous year in meeting Connect America Phase I deployment obligations, accompanied by a list of census blocks indicating where funding was spent. This covers year two - 54.313(b)(2)(ii). Round 2 recipients only.
- <2024A> Round 2 Recipient of Incremental Support?
- <2024B> Attach list of census blocks indicating where funding was spent in year two - 54.313(b)(2)(ii). Round 2 recipients only.
- <2025A> Round 1 or Round 2 Recipient of Incremental Support?
- <2025B> Attach geocoded Information for Phase I milestone reports (Round 1 for year three and Round 2 for year two) - Connect America Fund , WC Docket 10-90, Report and Order, FCC 13-
- <2015> 2016 and future Frozen Support Certification 47 CFR § 54.313(c)(4)

Not Applicable

Not Applicable

Not Applicable

Not Applicable

No

Name of Attached Document Listing
Required Information

No

Name of Attached Document Listing
Required Information

Yes

(2000) Price Cap Carrier Additional Documentation (Continued)

Data Collection Form

Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

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July 2013

Price Cap Carrier Connect America ICC Support {47 CFR § 54.313(d)}

<2016> Certification support used to build broadband

Yes

Connect America Phase II Reporting {47 CFR § 54.313(e)}

<2017A> Connect America Fund Phase II recipient?

No

<2017B> Attach information for Phase II - 54.313(e)(1) - list of geocoded locations already meeting the 54.309 public interest obligations at the end of calendar year 2015 and total amount of Phase II support, if any, the price

Name of Attached Document Listing
Required Information

<2018> Attach the number, names, and addresses of community anchor institutions to which the carrier newly began providing access to broadband service in the preceding calendar year - 54.313(e)(2)(ii)

Name of Attached Document Listing
Required Information

<2019> Recipient certifies that it bid on category one telecommunications and Internet access services in response to all FCC Form 470 postings seeking broadband service that meets the connectivity targets for the schools and libraries universal service support program for eligible schools and libraries located within any area in a census block where the carrier is receiving Phase II model-based support, and that such bids were at rates reasonably comparable to rates charged to eligible schools and libraries in urban areas for comparable offerings - 54.313(e)(2)(v)

<2020> Recipient certifies that it offered broadband meeting the requisite public interest obligations specified in §54.309 to 40% of its supported locations in the state on December 31, 2017 - 54.313(e)(3)

<2021> Recipient certifies that it offered broadband meeting the requisite public interest obligations specified in §54.309 to 60% of its supported locations in the state on December 31, 2018 - 54.313(e)(4)

<2026> Recipient certifies that it offered broadband meeting the requisite public interest obligations specified in §54.309 to 80% of its supported locations in the state on December 31, 2019 - 54.313(e)(5)

<2027> Recipient certifies that it offered broadband meeting the requisite public interest obligations specified in §54.309 to 100% of its supported locations in the state on December 31, 2020 - 54.313(e)(6)

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Complete the items below to note compliance with five year service quality plan (pursuant to 47 CFR § 54.202(a)) and, for privately held carriers, ensuring compliance with the financial reporting requirements set forth in 47 CFR § 54.313(f)(2). I further certify that the information reported on this form and in the documents attached below is accurate.

(3009)	Progress Report on 5 Year Plan Carrier certifies to 54.313(f)(1)(iii)	
(3010A)	Milestone Certification {47 CFR § 54.313(f)(1)(i)}	
(3010B)	Please Provide Attachment	Name of Attached Document Listing Required Information
(3012A)	Community Anchor Institutions {47 CFR § 54.313(f)(1)(ii)}	
(3012B)	Please Provide Attachment	Name of Attached Document Listing Required Information
(3013)	Is your company a Privately Held ROR Carrier {47 CFR § 54.313(f)(2)}	(Yes/No) <input type="radio"/> <input type="radio"/>
(3014)	If yes, does your company file the RUS annual report	(Yes/No) <input type="radio"/> <input type="radio"/>
(3015)	Please check these boxes to confirm that the attached PDF, on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires: Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers)	<input type="checkbox"/>
(3016)	Document(s) with Balance Sheet, Income Statement and Statement of Cash Flows	<input type="checkbox"/>
(3017)	If the response is yes on line 3014, attach your company's RUS annual report and all required documentation	Name of Attached Document Listing Required Information
(3018)	If the response is no on line 3014, is your company audited?	(Yes/No) <input type="radio"/> <input type="radio"/>
(3019)	If the response is yes on line 3018, please check the boxes below to confirm your submission on line 3026 pursuant to § 54.313(f)(2), contains: Either a copy of their audited financial statement; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers	<input type="checkbox"/>
(3020)	Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows	<input type="checkbox"/>
(3021)	Management letter and/or audit opinion issued by the independent certified public accountant that performed the company's financial audit. If the response is no on line 3018, please check the boxes below to confirm your submission on line 3026 pursuant to § 54.313(f)(2), contains:	<input type="checkbox"/>
(3022)	Copy of their financial statement which has been subject to review by an independent certified public accountant; or 2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers	<input type="checkbox"/>
(3023)	Underlying information subjected to a review by an independent certified public accountant	<input type="checkbox"/>
(3024)	Underlying information subjected to an officer certification.	<input type="checkbox"/>
(3025)	Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows	<input type="checkbox"/>
(3026)	Attach the worksheet listing required information	Name of Attached Document Listing Required Information

REDACTED FOR PUBLIC INSPECTION

(3005) Rate Of Return Carrier Additional Documentation (Continued)

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Financial Data Summary

(3027) Revenue

(3028) Operating Expenses

(3029) Net Income

(3030) Telephone Plant In Service(TPIS)

(3031) Total Assets

(3032) Total Debt

(3033) Total Equity

(3034) Dividends

(4005) Rural Broadband Experiment Additional Documentation Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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4005 Rural Broadband Experiment

Authorized Rural Broadband Experiment (RBE) recipients must address the certification for public interest obligations, provide a list of newly served community anchor institutions, and provide a list of locations where broadband has been deployed.

Public Interest Obligations – FCC 14-98 (paragraphs 26-29, 78)

Please address Line 4001 regarding compliance with the Commission’s public interest obligations. All RBE participants must provide a response to Line 4001.

4001. Recipient certifies that it is offering broadband to the identified locations meeting the requisite public interest obligations consistent with the category for which they were selected, including broadband speed, latency, usage capacity, and rates that are reasonably comparable to rates for comparable offerings in urban areas?

Community Anchor Institutions – FCC 14-98 (paragraph 79)

4003a. RBE participants must provide the number, names, and addresses of community anchor institutions to which they newly deployed broadband service in the preceding calendar year. On this line, please respond (yes – attach new community anchors, no – no new anchors) to indicate whether this list will be provided.

If yes to 4003A, please provide a response for 4003B.

4003b. Provide the number, names and addresses of community anchor institutions to which the recipient newly began providing access to broadband service in the preceding calendar year.	Name of Attached Document Listing Required Information	
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Broadband Deployment Locations – FCC 14-98 (paragraph 80)

4004a. Attach a list of geocoded locations to which broadband has been deployed as of the June 1st immediately preceding the July 1st filing deadline for the FCC Form 481.	Name of Attached Document Listing Required Information	
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4004b. Attach evidence demonstrating that the recipient is meeting the relevant public service obligations for the identified locations. Materials must at least detail the pricing, offered broadband speed and data usage allowances available in the relevant geographic area.	Name of Attached Document Listing Required Information	
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Certification - Reporting Carrier Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients	
I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.	
Name of Reporting Carrier: Frontier Communications Corporation	
Signature of Authorized Officer: CERTIFIED ONLINE	Date 06/23/2016
Printed name of Authorized Officer: Allison Ellis	
Title or position of Authorized Officer: VP, Regulatory Affairs	
Telephone number of Authorized Officer: 9199413005 ext.	
Study Area Code of Reporting Carrier: 210328	Filing Due Date for this form: 07/01/2016
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

Certification - Agent / Carrier Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:

Certification of Officer to Authorize an Agent to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I certify that (Name of Agent) _____ is authorized to submit the information reported on behalf of the reporting carrier. I also certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized agent; and, to the best of my knowledge, the reports and data provided to the authorized agent is accurate.	
Name of Authorized Agent: _____	
Name of Reporting Carrier: _____	
Signature of Authorized Officer: _____	Date: _____
Printed name of Authorized Officer: _____	
Title or position of Authorized Officer: _____	
Telephone number of Authorized Officer: _____	
Study Area Code of Reporting Carrier: _____	Filing Due Date for this form: _____
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

TO BE COMPLETED BY THE AUTHORIZED AGENT:

Certification of Agent Authorized to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I, as agent for the reporting carrier, certify that I am authorized to submit the annual reports for universal service support recipients on behalf of the reporting carrier; I have provided the data reported herein based on data provided by the reporting carrier; and, to the best of my knowledge, the information reported herein is accurate.	
Name of Reporting Carrier: _____	
Name of Authorized Agent Firm: _____	
Signature of Authorized Agent or Employee of Agent: _____	Date: _____
Name of Authorized Agent Employee: _____	
Title or position of Authorized Agent or Employee of Agent: _____	
Telephone number of Authorized Agent or Employee of Agent: _____	
Study Area Code of Reporting Carrier: _____	Filing Due Date for this form: _____
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<210> For the prior calendar year, were there any reportable voice service outages? Yes

<220>

<a>	<b1>	<b2>	<b3>	<b4>	<c1>	<c2>	<d>	<e>	<f>	<g>	<h>
NORS Reference Number	Outage Start Date	Outage Start Time	Outage End Date	Outage End Time	Number of Customers Affected	Total Number of Customers	911 Facilities Affected (Yes / No)	Service Outage Description (Check all that apply)	Did This Outage Affect Multiple Study Areas (Yes / No)	Service Outage Resolution	Preventative Procedures

Verizon works to satisfy all service requests, but not every initiated order is ultimately fulfilled. There are occasions when broadband service cannot be installed at the requesting address location due to reasons such as distance, capacity, and equipment incompatibility. In those cases, Verizon will review whether it can provide broadband service from other access points or utilize available equipment. If Verizon's review is unsuccessful, then the order is cancelled and the customer is notified.

Line 510 – Description of Compliance with Service Quality Standards and Consumer Protection:

The Frontier ILEC companies certify that they comply with applicable state and FCC service quality standards. Service quality metrics are monitored and reported on a monthly basis.

Frontier has implemented numerous Consumer Protection measures to protect customer information from improper use and disclosure as well as to protect against fraud. For example, Frontier has implemented Customer Proprietary Network Information (policies and procedures) that are consistent with the FCC's regulations. Frontier regularly trains employees who have access to CPNI on the rules and our procedures for securing accounts and authenticating callers. Frontier also has a comprehensive Identity Theft Protection Program (or Red Flag program) which is consistent with the FTC's guidance on measures to detect and prevent identity theft. All employees are trained on Frontier's Code of Business Conduct and Ethics, which requires employees to protect sensitive customer information from improper use and disclosure. Frontier also has a Data Privacy and Security policy which applies to all employees. Further, Frontier also has implemented a strict third-party qualification protocol to prevent unauthorized charges ("Cramming") from appearing on customer's bills. Frontier also follows a "First Call" resolution policy, which aims to resolve customer complaints about unauthorized charges in one call, without referral to any third party. In addition to the foregoing, Frontier, has implemented customary IT security measures to protect our network and customer information.

Frontier certifies compliance with Florida state consumer protection rules; Florida Administrative Code and Florida Administrative Register – Rule Chapter: 25-4.

The Florida state consumer protection rules are available at:

<https://www.flrules.org/gateway/ChapterHome.asp?Chapter=25-4>

Row 610 - Description of Functionality in Emergency Situations

In December 2013, the FCC adopted new rules to promote 911 resiliency, including requesting initial certification of substantial progress towards meeting these new requirements by October 15, 2015. *See Improving 911 Reliability; Reliability and Continuity of Communications Networks, Including Broadband Technologies*, 28 FCC Rcd 17476 (2013); *see also Public Safety and Homeland Security Bureau Announces Effective Dates of 911 Reliability Certification and PSAP Outage Notification Requirements*, Public Notice, 29 FCC Rcd 13900 (2014). On October 15, 2015, Frontier filed its certification that it is meeting the FCC's substantial progress goals. Specifically, Frontier met and certified to all of the requirements related to back-up power, circuit auditing, and network monitoring practices. Additionally, Frontier's network is engineered to provide maximum capacity in order to handle excess traffic in the event of traffic spikes resulting from emergency situations.

REDACTED FOR PUBLIC INSPECTION

(700) Price Offerings including Voice Rate Data
Data Collection Form

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	210328
<015>	Study Area Name	Frontier Communications Corporation
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Cassandra Guinness
<035>	Contact Telephone Number - Number of person identified in data line <030>	5857774557 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	Cassandra.Guinness@ftr.com

<701>	Residential Local Service Charge Effective Date	1/1/2016
<702>	Single State-wide Residential Local Service Charge	

<703>

<a1>	<a2>	<a3>	<b1>	<b2>	<b3>	<b4>	<b5>	<c>
State	Exchange (ILEC)	SAC (CETC)	Rate Type	Residential Local Service Rate	State Subscriber Line Charge	State Universal Service Fee	Mandatory Extended Area Service Charge	Total per line Rates and Fees
FL	BARTOW		FR	23.48	0.0	0.0	0.0	23.48
FL	BRADENTON		FR	23.48	0.0	0.0	0.0	23.48
FL	CLEARWATER		FR	23.48	0.0	0.0	0.0	23.48
FL	ENGLEWOOD		FR	23.48	0.0	0.0	0.0	23.48
FL	FROSTPROOF		FR	23.48	0.0	0.0	0.0	23.48
FL	HAINESCITY		FR	23.48	0.0	0.0	0.0	23.48
FL	HUDSON		FR	23.48	0.0	0.0	0.0	23.48
FL	INDIANLAKE		FR	23.48	0.0	0.0	0.0	23.48
FL	LAKE WALES		FR	23.48	0.0	0.0	0.0	23.48
FL	LAKELAND		FR	23.48	0.0	0.0	0.0	23.48
FL	MULBERRY		FR	23.48	0.0	0.0	0.0	23.48
FL	MYAKKA		FR	23.48	0.0	0.0	0.0	23.48
FL	NORTH PORT		FR	23.48	0.0	0.0	0.0	23.48
FL	NWPTRICHEY		FR	23.48	0.0	0.0	0.0	23.48
FL	PALMETTO		FR	23.48	0.0	0.0	0.0	23.48
FL	PLANT CITY		FR	23.48	0.0	0.0	0.0	23.48
FL	POINCIANA		FR	23.48	0.0	0.0	0.0	23.48
FL	POLK CITY		FR	23.48	0.0	0.0	0.0	23.48
FL	SARASOTA		FR	23.48	0.0	0.0	0.0	23.48
FL	STPETERSBG		FR	23.48	0.0	0.0	0.0	23.48
FL	TAMPACEN		FR	23.48	0.0	0.0	0.0	23.48

REDACTED FOR PUBLIC INSPECTION

**(700) Price Offerings including Voice Rate Data
Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	210328
<015>	Study Area Name	Frontier Communications Corporation
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Cassandra Guinness
<035>	Contact Telephone Number - Number of person identified in data line <030>	5857774557 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	Cassandra.Guinness@ftr.com

<701>	Residential Local Service Charge Effective Date	1/1/2016
<702>	Single State-wide Residential Local Service Charge	

<703>

[illegible]

REDACTED FOR PUBLIC INSPECTION

(710) Broadband Price Offerings Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
---	--

<010>	Study Area Code	210328
<015>	Study Area Name	Frontier Communications Corporation
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Cassandra Guinness
<035>	Contact Telephone Number - Number of person identified in data line <030>	5857774557 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	Cassandra.Guinness@ftr.com

<711>	<a1>	<a2>	<b1>	<b2>	<c>	<d1>	<d2>	<d3>	<d4>
	State	Exchange (ILEC)	Residential Rate	State Regulated Fees	Total Rates and Fees	Broadband Service - Download Speed (Mbps)	Broadband Service - Upload Speed (Mbps)	Usage Allowance (GB)	Usage Allowance Action Taken When Limit Reached {select}

REDACTED FOR PUBLIC INSPECTION

(800) Operating Companies Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
---	--

<010> Study Area Code	210328
<015> Study Area Name	Frontier Communications Corporation
<020> Program Year	2017
<030> Contact Name - Person USAC should contact regarding this data	Cassandra Guinness
<035> Contact Telephone Number - Number of person identified in data line <030>	5857774557 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	Cassandra.Guinness@ftr.com
<810> Reporting Carrier	Verizon Florida LLC
<811> Holding Company	Verizon Communications Inc.
<812> Operating Company	Verizon Florida LLC

<813>	<a1>	<a2>	<a3>
	Affiliates	SAC	Doing Business As Company or Brand Designation
	Verizon New England Inc.	115112	Verizon
	Verizon New England Inc.	585114	Verizon
	Verizon New York Inc.	155130	Verizon
	Verizon New Jersey Inc.	165120	Verizon
	Verizon Pennsylvania LLC	175000	Verizon
	Verizon North LLC	170169	Verizon
	Verizon North LLC	170170	Verizon
	Verizon North LLC	170201	Verizon
	Verizon Maryland Inc.	185030	Verizon
	Verizon Virginia LLC	195040	Verizon
	Verizon Florida LLC	210328	Verizon
	Verizon Delaware LLC	565010	Verizon
	Verizon Washington D.C. Inc.	575020	Verizon
	Verizon California Inc.	542319	Verizon
	Verizon California Inc.	542302	Verizon
	GTE Southwest d/b/a Verizon Southwest	442080	Verizon
	GTE Southwest d/b/a Verizon Southwest	442154	Verizon
	Verizon South Inc.	190233	Verizon
	Verizon South Inc.	190479	Verizon
	Verizon South Inc.	230864	Verizon
	MCImetro Access Transmission Services LLC	449007	Verizon
	RSA 7 Limited Partnership	359070	Verizon
	Iowa 8 Monona Limited Partnership	359071	Verizon

REDACTED FOR PUBLIC INSPECTION

(800) Operating Companies	FCC Form 481
Data Collection Form	OMB Control No. 3060-0986/OMB Control No. 3060-0819
	July 2013

<010>	Study Area Code	210328
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<810>	Reporting Carrier	Verizon Florida LLC
<811>	Holding Company	Verizon Communications Inc.
<812>	Operating Company	Verizon Florida LLC

[illegible]



Michelle A. Robinson
Vice President
State Government Affairs

One Verizon Place
Mailcode GA1B2LGL
Alpharetta, GA 30004

May 12, 2015

Mr. James E. Billie, Chairman
Seminole Tribe of Florida
6300 Stirling Road
Hollywood, Florida 33024

Dear Chairman Billie:

As a part of Verizon's ongoing outreach to Native American tribal leaders, I would like to invite you and other senior tribal representatives to meet with an executive from Verizon to review the current and proposed services that Verizon provides. This will also provide a forum to address any other matters that you would like to discuss. The following agenda should provide an appropriate framework to facilitate a useful and productive discussion:

- Current and Proposed Services
- Service Procurement and Sustainability
- Opportunities for Working Together
- Tribal Licensing Requirements

We would like to schedule a meeting at a convenient location for you and other members of your tribal government. Please reply to Brad Wright at brad.wright@verizon.com, or at 972-718-1740 to finalize a meeting location and date. We look forward to forging a meaningful and beneficial relationship with you and your members.

I also wanted to be sure that tribal leadership is aware of a government assistance program known as tribal Lifeline or Native American Lifeline. The enhanced tribal Lifeline program was implemented by the Federal Communications Commission (FCC) and is available through local telephone companies like Verizon Florida LLC. Through this Lifeline supported offering, local service is available to qualified individuals for as low as \$1.00 per month. In addition, eligible individuals can also save up to \$100 on the cost of getting new phone service installed through the Link Up program.

Only eligible consumers may enroll in the program. In order to qualify for tribal Lifeline benefits an individual must be a resident of a federally recognized reservation and show proof that you participate in certain government assistance programs. Some states may have other eligibility criteria, like General Public Assistance and Emergency Aid programs that would also qualify an individual living on a reservation for support.

The Lifeline program is limited to one discount per household and is nontransferable. Therefore, customers are required to certify and agree that no other member of the household is receiving wireline or wireless Lifeline service from Verizon or another communications provider. Consumers who willfully make false statements in order to obtain the benefit can be punished by fine, imprisonment, or may be barred from the program.

Letter to Chairman Billie
May 12, 2015
Page Two

To order tribal Lifeline in your area, you may download an application for Lifeline service at www.verizon.com/lifeline or contact Verizon at 1 800 VERIZON. To find out more information, you may also call the Universal Service Administration Company (USAC) which administers Lifeline for the FCC by calling (888) 641-8722 or by accessing their website at www.LifelineSupport.org.

We look forward to seeing you and your tribal leaders soon.

Sincerely,

A handwritten signature in black ink, appearing to read "MA Robinson", with a large, sweeping flourish at the end.

Michelle Robinson
Vice President



Michelle A. Robinson
Vice President
State Government Affairs
One Verizon Place
Mailcode: GA1B2LGL
Alpharetta, GA 30004

December 1, 2015

Mr. James E. Billie, Chairman
Seminole Tribe of Florida
6300 Stirling Road
Hollywood, Florida 33024

Dear Chairman Billie:

As a part of Verizon's ongoing outreach to Native American tribal leaders, I would like to invite you and other senior tribal representatives to meet with an executive from Verizon to review the current and proposed services that Verizon provides. This will also provide a forum to address any other matters that you would like to discuss. The following agenda should provide an appropriate framework to facilitate a useful and productive discussion:

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Michelle A. Robinson
Vice President
State Government Affairs
One Verizon Place
Mailcode: GA1B2LGL
Alpharetta, GA 30004

Letter to Chairman Billie
December 1, 2015
Page Two

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We look forward to seeing you and your tribal leaders soon.

Sincerely,

A handwritten signature in black ink, appearing to read "M. Robinson".

Michelle A. Robinson
Vice President

Line 1010 - Voice Services Rate Comparability Compliance

The price of Frontier's fixed voice service for each exchange included within this Frontier study area, as listed on Line 703c of this Form 481 report, is below the FCC's reasonable comparability benchmark for voice services of \$41.07 based on the results of the 2016 Urban Rate Survey for fixed Voice and Broadband services released by the Wireline Competition Bureau on April 5, 2016 (WC Docket No. 10-90).

Line 1030 – Broadband Services Rate Comparability Compliance

The price of Frontier's fixed broadband services for each of the broadband services offered by Frontier within this reported Study Area, as determined by the broadband service's download and upload bandwidths and usage allowance, is below the FCC's reasonable comparability benchmarks for fixed broadband services, based on the supported service's download and upload bandwidths and usage allowance, as reflected in the results of the 2016 Urban Rate Survey for fixed Voice and Broadband Services released by the Wireline Competition Bureau on April 5, 2016 (WC Docket No. 10-90).

EFFECTIVE: December 16, 2011

3. BASIC LOCAL EXCHANGE SERVICE

3.4 Exceptions to Basic Local Exchange Service

.1 General

- a. The rates and provisions for the classes of service described below are specified in this Product Guide with the exceptions indicated.

.2 Haines City - Poinciana Exception Area

a. Regulations

- (1) The rates specified herein entitle a customer to an unlimited number of messages to all central office lines bearing the designation of a Haines City Central Office or a Poinciana Central Office or a Kissimmee Central Office or a West Kissimmee Central Office.
- (2) A map showing the Exception Area Boundary is filed in Section 200 of this Product Guide.
- (3) Some existing customers residing in the Poinciana exchange were provided with ported numbers from the Haines City rate area (NPA-NXX 863-438, 863-439, and 863-852). This group of Poinciana customers is allowed incoming local calls from exchanges in the Local Calling Areas as listed in Section 3.5 for the Haines City exchange.

Some existing customers residing in the Haines City exchange were provided with ported numbers from the Poinciana rate area (NPA-NXX 863-427). This group of Haines City customers is allowed incoming local calls from the exchanges in the Local Calling Areas as listed in Section 3.5 for the Poinciana exchange.

b. Rates

Main station line service rates are the Rate Group 3 rates listed in Section 3.2 of this Product Guide.

EFFECTIVE: December 16, 2011

3. BASIC LOCAL EXCHANGE SERVICE

3.4 Exceptions to Basic Local Exchange Service (Continued)

.3 Interstate Subscriber Line Charge Waiver and Matching Program

a. General

- (1) This program is a Florida Lifeline Assistance Plan and provides for a credit equal to 100% of the FCC Interstate Subscriber Line Charge (SLC) in addition to a supplemental amount credited to local service monthly billing. Funding for Lifeline Service is obtained from a universal service support mechanism to which all telecommunications carriers that provide interstate telecommunications services contribute on an equitable and nondiscriminatory basis. These credits are an amount equal to the FCC Interstate Subscriber Line Charge (SLC) with a reduction in the residential local line rate as specified in 2.2.
- (2) In order to enroll in the Florida Lifeline Assistance Plan, a customer must submit a signed application form, under penalty of perjury if falsely submitted, stating they participate in at least one of the following programs: Supplemental Security Income (SSI), Food Stamps, Medicaid, Federal Public Housing Assistance or Section 8, Low-Income Home Energy Assistance Program (LIHEAP), Temporary Aid for Needy Families (TANF) or National School Lunch Free Program (NSL). Additionally, customers not receiving benefits under one of the preceding programs and whose total gross annual income does not exceed 150% of the Federal poverty guidelines, meet the requirements of a State established means test and may apply directly to the Office of Public Counsel (OPC) for eligibility certification.

b. Rules and Regulations

- (1) The specific guidelines for implementation of this waiver are as follows:

(a) Certification Procedures

All applications for this service are subject to verification with the state agency responsible for administration of the qualifying program.

(b) Processing Forms

The Company will process all application forms and apply the credit on the subscriber's monthly bill. An explanation of the credit will appear on each telephone bill.

(c) Verification Procedures

The Company will reconcile and confirm eligibility on an annual basis, by providing the agency directly or through a third party all credit recipients. A verification of eligible recipients will be made. The credit will be discontinued on the bill following written notification to the subscriber of ineligibility.

- (d) Lifeline Service can only be associated with the primary residential connection.

EFFECTIVE: December 16, 2011

3. BASIC LOCAL EXCHANGE SERVICE

3.4 Exceptions to Basic Local Exchange Service (Continued)

.3 Interstate Subscriber Line Charge Waiver and Matching Program (Continued)

b. Rules and Regulations (Continued)

(1) Specific guidelines: (Continued)

- (e) Lifeline Toll Restriction Service (IOSC: 40696) is available on a voluntary basis where technically feasible to Florida Lifeline Assistance Plan customers at no charge. Lifeline Toll Restriction Service prevents 0+, 00-, 1+NPA-NXX-XXXX, 1010XXXX, International (01+), Directory Assistance (411, 1+411, 0+411, 555-1212, 1+/0+ 555-1212, 1+/0+ NPA-555-1212), 1+900 calls, 1+700, 976 calls and IntraLATA toll while allowing access to local, 611, 911, 0-, 1+800/888 etc., 950-XXXX and 1+950-XXXX calls and EAS calls. Access to Directory Assistance is available to Lifeline customers by dialing 0-. Access to Service Activation Codes "**/#" (e.g., *66, *69) is also allowed. Upon customer request, some Service Activation Codes may be blocked at no charge, where conditions and facilities permit.

Lifeline customers may receive toll limitation services without charge. Toll limitation services include voluntary toll control and toll blocking. Toll control allows the customer to specify a certain dollar amount of toll usage which is acceptable to the Company that may be incurred on his telephone service. Toll blocking will take effect once the customer's requested toll limitation amount is exceeded.

- (f) Lifeline Service may not be disconnected for non-payment of toll charges.
- (g) Deposit requirements do not apply to Lifeline Service customers if toll blocking is employed.
- (h) A deposit may be required for Lifeline customers if toll control is employed.
- (i) The Company may require payment arrangements for outstanding debt associated with local service and associated taxes and fees. Such arrangements are not to exceed a four month period. Customers must subscribe to toll blocking service for any period of time that an unpaid balance for toll charges remains. In cases where Lifeline customers have paid the outstanding debt in full, the toll blocking option may be requested by the customer.

If a Lifeline applicant defaults on a payment agreement such default may constitute grounds for discontinuance of service. A Lifeline customer whose service has been disconnected for nonpayment of prior arrangements on a past due bill, may be required to satisfy total local unpaid outstanding charges prior to reconnection of service.

3. BASIC LOCAL EXCHANGE SERVICE

3.4 Exceptions to Basic Local Exchange Service (Continued)

.3 Interstate Subscriber Line Charge Waiver and Matching Program (Continued)

c. Rates and Charges

- (1) A credit amount applies to the Lifeline customer's monthly bill as follows:
- ¹

	<u>Monthly Credit</u>	
FCC Interstate (includes offset to End User Subscriber Line Charge (SLC). See FCC No. 14	\$9.25	(C)
		(C)
		(D)
		(D)

Company's Matching Credit	3.50
---------------------------	------

Additional Company Credit	3.16 ²
---------------------------	-------------------

- (2) For those existing customers who qualify for, and wish to change to, the Florida Lifeline Assistance Plan, no service charges shall apply.
- (3) With the exception of the initial installation charges as specified for Link-Up service, Section 4.8 of this Tariff, all recurring and nonrecurring charges for any service ordered by the customer shall be billed at the tariffed rates.
- (4) When a customer is no longer eligible for Lifeline Service, the Lifeline credit amount specified in (1) preceding, will be discontinued and regular tariffed rates and charges will apply.

¹ The customer shall not receive a credit in excess of the Main Station Line and Subscriber Line Charge totals when the totals are less than the Lifeline total credit.

² The Additional Company Credit is applicable to Lifeline residential customers with flat rate service and not applicable for message rate service.

3. BASIC LOCAL EXCHANGE SERVICE

3.4 Exceptions to Basic Local Exchange Service (Continued)

.4 Transitional Lifeline Assistance Program

a. General

- (1) Transitional Lifeline Assistance is a state program which provides a 30% reduction of the applicable monthly exchange flat rate for residential basic local service for subscribers who no longer qualify for the Lifeline Assistance Program.

b. Regulations

- (2) A Lifeline Assistance subscriber who requests this service will receive the discounted rate for a period of one (1) year from the date the subscriber ceases to be qualified for the Lifeline Assistance Program.

.5 Native American Lifeline

- a. Residential customers who reside on federally recognized tribal lands are eligible to receive additional enhanced federal Lifeline support in order to reduce the price for basic local telephone service.

- b. An individual living on tribal lands shall qualify for an additional enhanced federal Lifeline credit of up to \$25.00 per month if the individual participates in any state or federal programs identified in the preceding Section 3.4.3 or one of the following assistance programs:

- Bureau of Indian Affairs General Assistance
- Tribally Administered Temporary Assistance for Needy Families
- Head Start (only those meeting its income qualifying standard)
- National School Lunch Program (free meals program only)

- c. If a resident of a federally recognized tribal land satisfies the state's Lifeline eligibility criteria as defined in Section 3.4.3, the resident will receive the state support, as well as the additional enhanced federal support. Lifeline customers residing on tribal lands will pay no less than \$1.00 per month for basic local telephone service.

- d. The additional enhanced federal credit will be available to Lifeline customers who reside on tribal lands in the following exchanges:

<u>Tribal Land</u>	<u>Exchange</u>	<u>Credit</u>
Seminole Tribe, Tampa Reservation	Tampa	\$13.07 (l)

4. SERVICE CHARGE

4.7 Link-Up

.1 General

- a. Link-Up is offered in federally recognized tribal lands to provide subsidized assistance to qualifying applicants. (C)
Funding for Link- Up service is obtained from a universal service support mechanism to which all telecommunications carriers that provide interstate telecommunications services contribute on an equitable and nondiscriminatory basis. It is intended to promote subscribership among low-income households by providing a credit to and a deferred schedule for payment of the installation and connection charges applicable to the provisioning of residential service.

- b. The payment plan as specified in Section 4.4.b. of this Tariff is available for Link-Up customers.

.2 Regulations

- a. Persons wishing to qualify for the credit must meet state certification criteria for eligibility. This credit is available only to residential customers, and will be applied to the nonrecurring charges for the establishment of service for a single telephone line per household at the principal place of residence.
- b. The subscriber must not be a dependent for federal income tax purposes, unless the subscriber is more than 60 years of age.
- c. The subscriber must be currently on the Medicaid, Food Stamp Program, Supplemental Security Income (SSI), Federal Public Housing Assistance or Section 8, Low-Income Home Energy Assistance Program (LIHEAP), Temporary Aid for Needy Families (TANF), National School Lunch Free Program (NSL) or certified by the Department of Health and Rehabilitative Services as eligible for one of these programs. Additionally, customers not receiving benefits under one of the preceding programs and whose total gross annual income does not exceed 135% of the Federal poverty guidelines, meet the requirements of a State established means test and may apply directly to the Office of Public Counsel (OPC) for eligibility certification.

(D)

(D)

.3 Special Conditions – Native American Lifeline

(T)

Customers who live on federally recognized tribal lands and meet the Lifeline eligibility criteria described in this tariff are eligible for federal assistance of up to \$100.00 in Link-Up installation credits to establish telephone service.

(D)

(D)

(D)

(D)